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CQS - EWT
Chrysler Quality Suite
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USER MANUAL

8/1/2003

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Introduction

Early Warranty Tracking (EWT) is an extremely beneficial system in identifying vehicle launch problems and tracking warranty, transportation and safety repair frequencies over time periods of as little as one day to the past 6 months (based on the maintenance purge criteria) of activity. The information recorded in EWT is loaded nightly Tuesday through Saturday with Sunday and Monday data being combined and updated to EWT the next business day.

The system can generate summarized frequency reports to the 6^{th} or 10^{th} digit of the labor operation number and can be sorted at many different levels as well as detailed claim information on individual vehicles based on the user's parameters.

The system provides earlier access to warranty information than the WIS system. However it does not provide the same level of statistical reliability since it does not take into account units produced, product mix time lags between sold and build dates etc. It does provide raw causal repair frequencies.

With the technological advancements in PC's and advent of the extranet/intranet, the latest version of EWT was developed as a web-based application to work in unison and interact with WIS (Warranty Information System), GCS (Global Claims System) and QNA (Quality Narrative Analyzer). EWT is available to corporate employees and suppliers and is accessible with standard browser software, such as, Internet Explore ™ and Netscape ™.

New Features

The following are some of the new items the web-based application has over the previous mainframe system:

- Ability to pass parameters between a frequency report and a claims report.
- Access to Canadian, Mexican and International claims as well as US Domestic.
- Share parameters with WIS (Warranty Information System) and vice versa.
- Greater interoperability with WIS, GCS and QNA.
- Similar 'feel' and 'look' as WIS.
- Markets can be combined to generate a "Global" warranty metric.
- All Product Teams can be combined to generate a corporate total metric.
- Corporate Body Models are available for queries as are the ones used in WIS.
- Underlined column headings can be sorted by a click of the mouse.
- Component Typing has been changed to represent vehicle populations. This will allow generating multiple Component Type queries on a specific LOP.
- Commodity Director has been added to group supplier responsible warranty based on the type of components.
- Part Numbers associated with LOP activity are available on frequency reports.
- Downloading is more stabilized. Data extraction has been improved with a new "Export" feature. The format for exported data is now user-defined and comparable to WIS.
- Advanced Reporting is available allowing for parameters to be saved, shared and re-used on demand or scheduled for periodic runs.

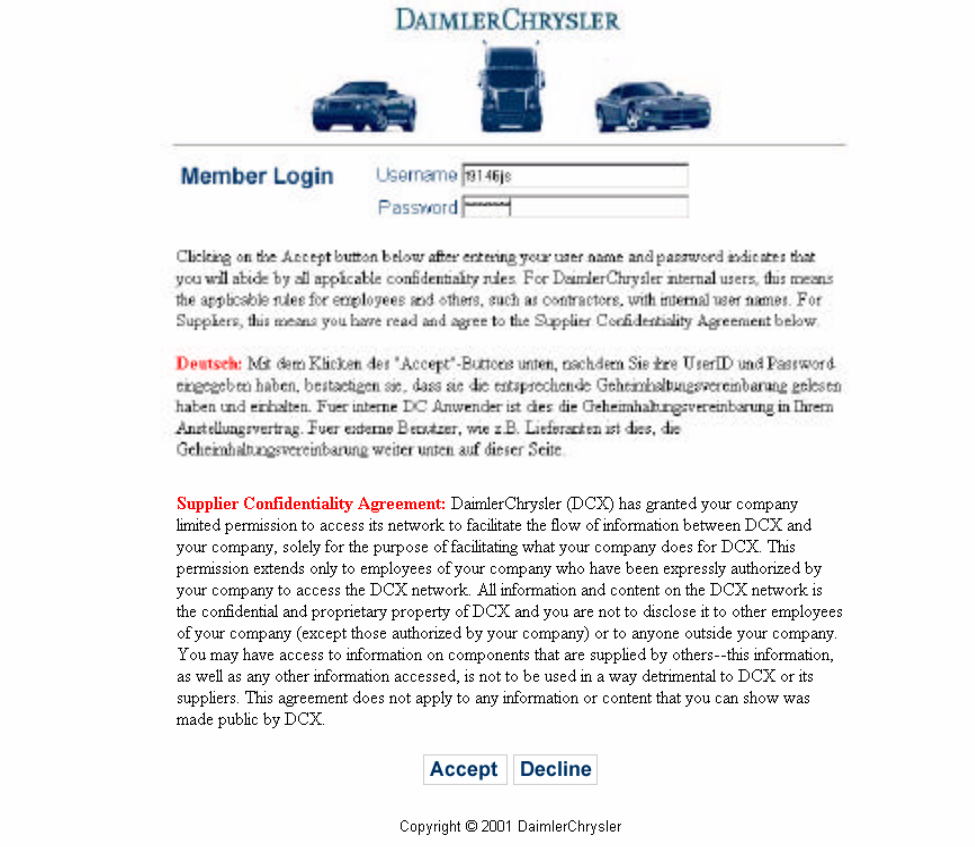
Logon Procedures

EWT, like WIS, is accessed using either Internet Explorer™ (IE) or Netscape™ through the following URL:

http://aqip02.appl.chrysler.com/servlet/com.dcx.quality.aqip.qir.WisServlet

Though Netscape™ will work, it is recommended that Internet Explorer™ be used with web-based corporate applications as it is the corporate standard. Make sure that the IE software is at least version 5.5 or higher. If not, your DIA can easily update the PC's IE version through the LANDS Software Distribution web-site: http://lands.is.chrysler.com/

Upon accessing the WIS URL, users will be prompted to input their mainframe T-ID and password into the sign-on window and click on the "ACCEPT" button:


DAIMLERCHRYSLER
Member Login
Username
Password
Clicking on the Accept button below after entering your user name and password indicates that you will abide by all applicable confidentiality rules. For DaimlerChrysler internal users, this means the applicable rules for employees and others, such as contractors, with internal user names. For Suppliers, this means you have read and agree to the Supplier Confidentiality Agreement below.
Deutsch: Mit dem Klicken der "Accept"-Buttons unten, nachdem Sie Ihre UserID und Password eingegeben haben, bestaetigen sie, dass sie die entsprechende Geheimhaltungsvereinbarung gelesen haben und einhalten. Fuer interne DC Anwender ist dies die Geheimhaltungsvereinbarung in Ihrem Anstellungsvertrag. Fuer externe Benutzer, wie z.B. Lieferanten ist dies, die Geheimhaltungsvereinbarung weiter unten auf dieser Seite.
Supplier Confidentiality Agreement: DaimlerChrysler (DCX) has granted your company limited permission to access its network to facilitate the flow of information between DCX and your company, solely for the purpose of facilitating what your company does for DCX. This permission extends only to employees of your company who have been expressly authorized by your company to access the DCX network. All information and content on the DCX network is the confidential and proprietary property of DCX and you are not to disclose it to other employees of your company (except those authorized by your company) or to anyone outside your company. You may have access to information on components that are supplied by others--this information, as well as any other information accessed, is not to be used in a way detrimental to DCX or its suppliers. This agreement does not apply to any information or content that you can show was made public by DCX.
Accept
Decline
Copyright © 2001 DaimlerChrysler

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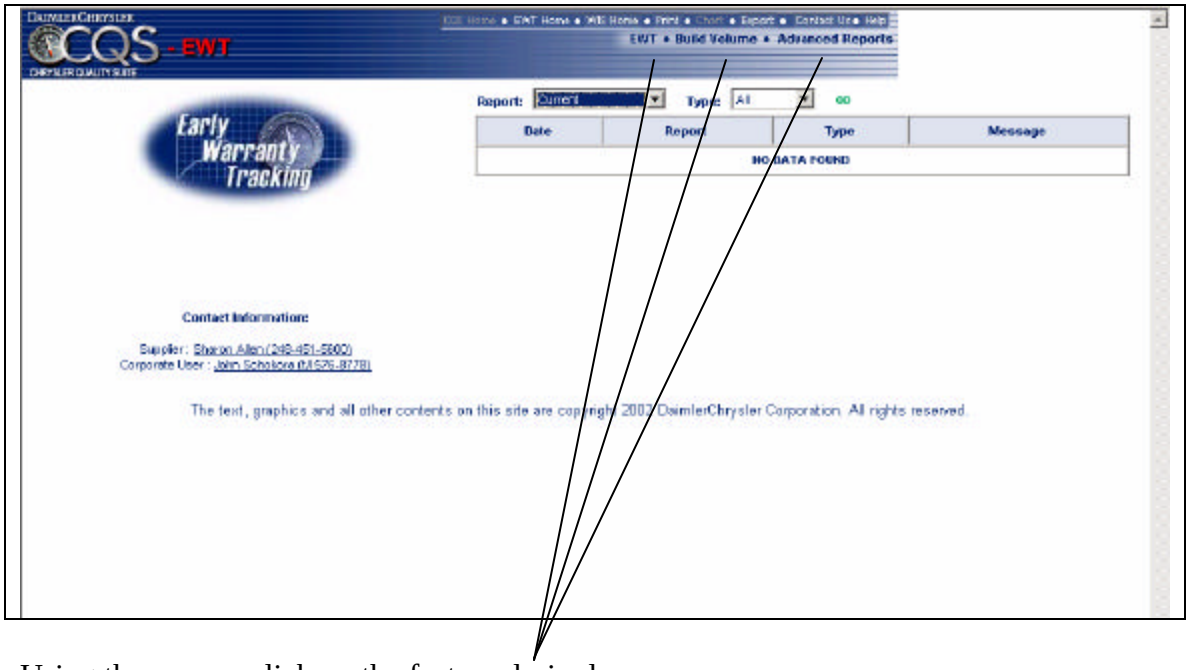
EWT Features

Once logged in, the **WIS** Home page will appear. To toggle between WIS & EWT homepages, select your choice (EWT Home) from the top option line



Using the mouse, click on the feature desired.

EWT:

Selecting this option will display a screen that will allow users to specify their selection criteria such as labor operation codes (LOP), Product Lines, Assembly Plants, etc.

Build Volume:

Displays data selection criteria and returns the number of vehicles built as determined by a status code (J-built OK).

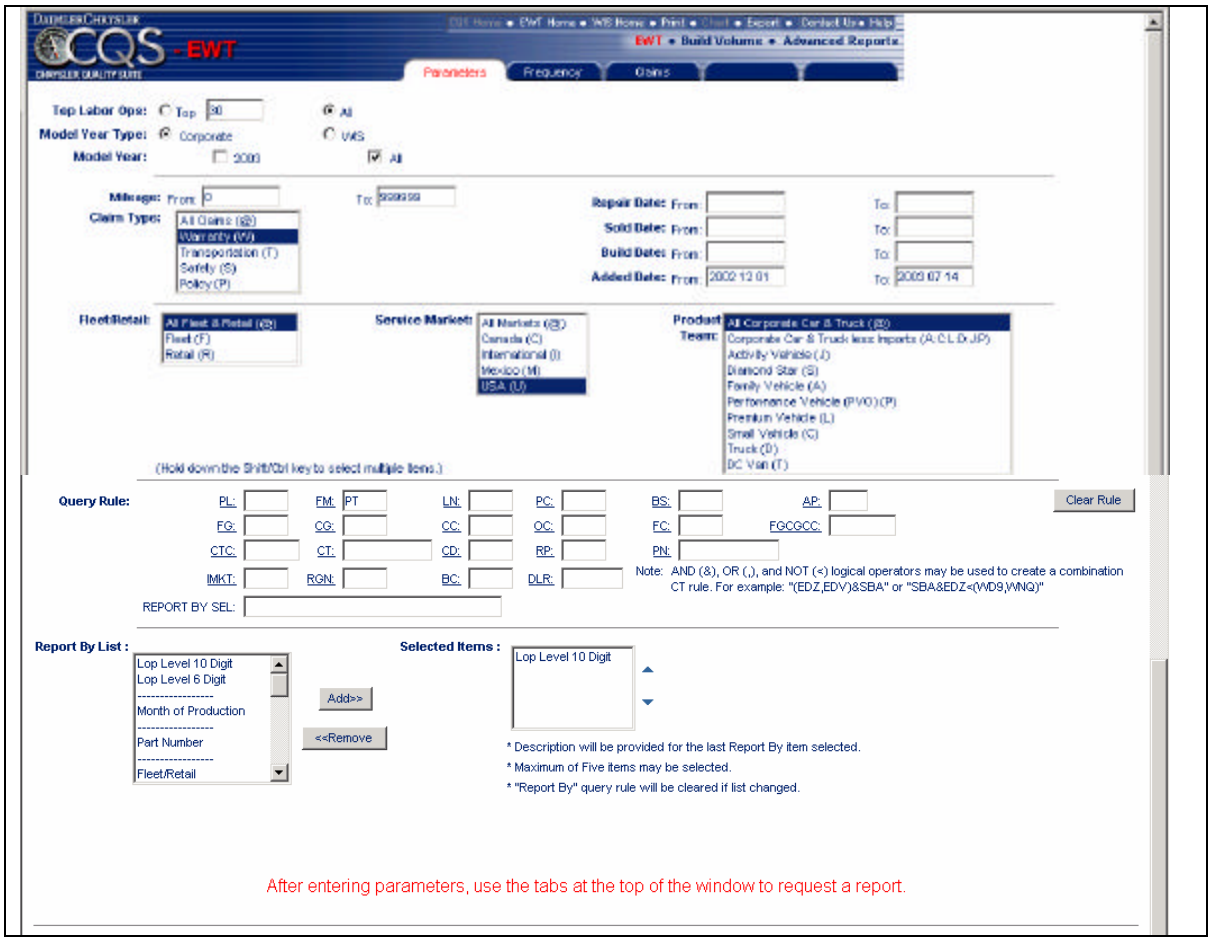
Advanced Reports:

Allows users to customize their own reports and have them run on a scheduled or on-demand basis.

EWT Parameter entry:

Early Warranty Tracking

The following EWT Parameters screen allows the user to perform various frequency queries of the available warranty data and create reports that can be summarized to whatever levels are needed.



Top Labor Ops:

Select the radio button for "Top Labor Ops" and enter the number of most frequently used labor operation numbers you'd like to see displayed. If you're interested in all labor operation numbers, select the "All" radio button and all lops used in repairs will be displayed.

Model Year Type:

Select the radio button to determine what Model Year will be defined as the Current year. 'Corporate' will screen the Vehicle Identification Number and determine the year based on the 10th character of the VIN. Selecting the 'WIS' option will use the model years as determine by the WIS system in special events such as early or late model year launches.

Model Year:

This option is data-driven by the system. The model years offered as selections will be determined by the model years contained in the database. Select specific years or all.

Claim Criteria Definition

Mileage:

Enter a "To" and/or "From" range *if required*. Otherwise the defaults will automatically create an all-inclusive range.

Claim Type:

Select the type of claims to be reported: Warranty (W), Transportation (T), Safety (S) or Policy (P). As with all selection windows in EWT, multiple choices can be selected by holding the Shift or Ctrl key down while clicking on the various selections.

Repair Date:

If required, enter the desired date ranges in YYYY MM DD format.

Sold Date:

If required, enter the desired date ranges in YYYY MM DD format.

Build Date:

If required, enter the desired date ranges in YYYY MM DD format.

Added Date:

If required, enter the desired date ranges in YYYY MM DD format.

Fleet/Retail:

Determine which type of sold vehicles to include by selecting All, Fleet, or Retail.

Vehicle Population Definition

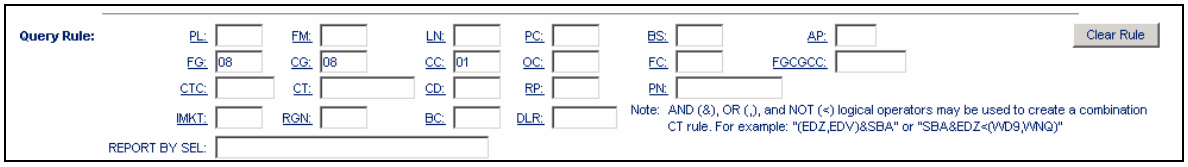
Fleet/Retail:

Determine which type of sold vehicles to include by selecting All, Fleet, or Retail.

Market:
Determine which servicing market by selecting 'All Markets' or one of the specific servicing markets. Multiple markets may be selected by holding the Shift or Ctrl key down while clicking on the various selections.

Product Team:
Determine which Product Teams to include. Multiple Product Teams may be selected by holding the Shift or Ctrl key down while clicking on the various selections.

Query Rule



Inputs into the Query Rule fields allow the user to determine how detailed the metrics should be. All fields currently active and underlined have pop-up windows available to assist in the selection process. The code and its description are available for all active Query Rule fields.

The following provides a brief description of each of the Query Rule fields:

PL:
Product Line (PL, RS, DN, WJ, etc.)

FM:
Family is the first two positions of the ***Corporate*** Body Model Code (DN represents Durango, PL represents Neon, etc.)

LN:
Line or Carline is the third position of the Corporate Body Model Code.

PC:
Price Class (High Line, Low Line, etc.) is the fourth position the Corporate Body Model Code.

BS:
Body Style (2-door, 4-door, Convertible, etc.) is the last two positions of the Corporate Body Model Code.

AP:
Assembly Plant (SHAP, Toluca, JNAP, etc.)

FG:
Functional Group is the 1st and 2nd positions of the labor operation code (LOP). It defines the major categories (Suspension, Brakes, Engine, etc.).

CG:
Component Group is the 3rd and 4th positions of the LOP and is a sub-category of the Functional Group. A Component Group cannot be selected without first selecting a Functional Group.

CC:
Component Code is the 5th and 6th positions of the LOP and is a sub-category of the Component Group. A Component Code cannot be selected without first selecting a FG/CG combination.

OP:
Operation Code represents the 7th and 8th positions of the LOP and is a sub-category of the Component Group. An Operation Code cannot be selected without first selecting a FG/CG/CC combination.

FC:
Failure Code is the 9^{th} and 10^{th} characters of the LOP. It simply describes the reason the warranty repair was done.

CTC:
Component Type Class identifies a class of vehicle components (engines, transmission, wheels, etc.).

CT:
Component Type identifies the number of vehicles equipped with specific components (2.0L engine, 45RFE transmission, etc.) and the resulting metrics is then based on that population of vehicles.

CD:
Commodity Director is a grouping of Responsible Plant codes.

RP:
Responsible Plant (Huntsville, McGraw Glass, etc.) and all outside suppliers currently setup in WIS.

PN:
Part Numbers associated with specific LOP's. The actual metric value is based on the LOP not the number of vehicles equipped the Part Number. Therefore, based on paid Dealer claim activity, a specific LOP may have several Part Numbers associated with it. This field will be activated as a future system enhancement.

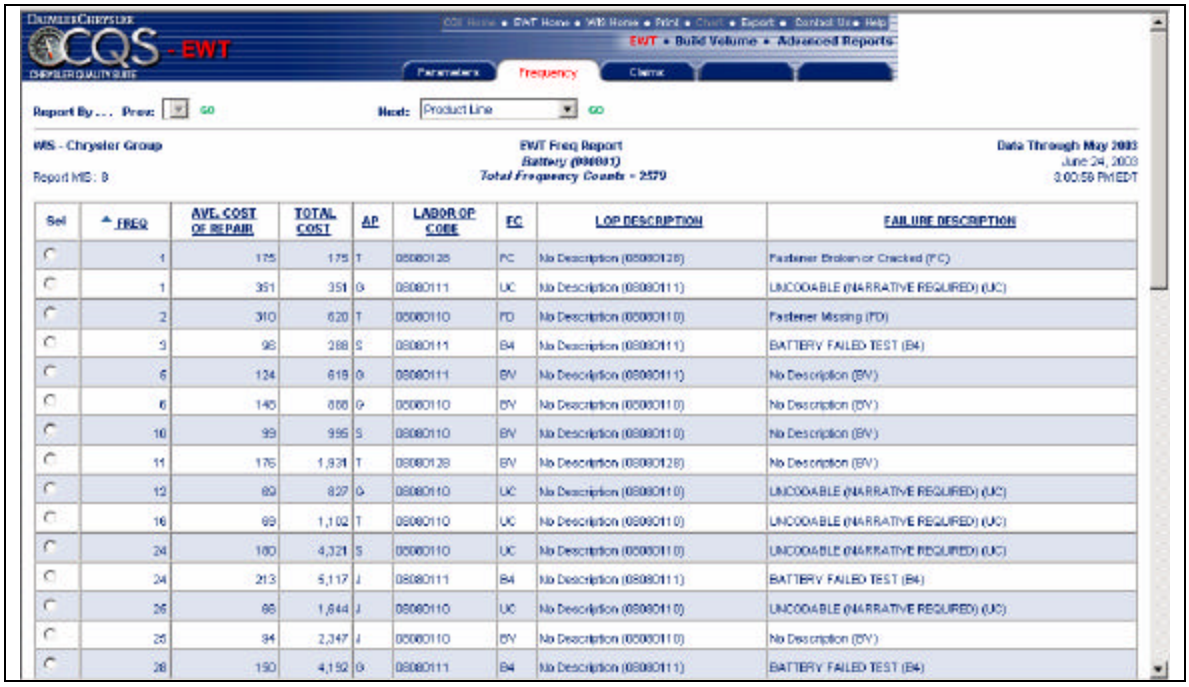
IMKT:
International Market may represent a single country such as the USA or a group of countries such as Europe.

RGN:
Region/Business Center represents a subset of the International Markets defined in the IMKT field.

BC:
Business Center represents a subset of the IMKT/RGN combination.

Report By List and Selected Items (drilling down) will be illustrated in the next section

Explanation of EWT Frequency Report results



Sel	FREQ	AVE. COST OF REPAIR	TOTAL COST	AP	LABOR OP CODE	FC	LOP DESCRIPTION	FAILURE DESCRIPTION
	1	175	175	T	08080135	FC	No Description (08080135)	Fastener Broken or Cracked (FC)
	1	351	351	G	08080111	UC	No Description (08080111)	UNCODABLE (NARRATIVE REQUIRED) (UC)
	2	310	620	T	08080110	FD	No Description (08080110)	Fastener Missing (FD)
	3	96	288	S	08080111	B4	No Description (08080111)	BATTERY FAILED TEST (B4)
	6	124	618	G	08080111	BV	No Description (08080111)	No Description (BV)
	6	145	866	G	08080110	BV	No Description (08080110)	No Description (BV)
	10	99	995	S	08080110	BV	No Description (08080110)	No Description (BV)
	11	176	1,931	T	08080128	BV	No Description (08080128)	No Description (BV)
	12	69	827	G	08080110	UC	No Description (08080110)	UNCODABLE (NARRATIVE REQUIRED) (UC)
	16	69	1,102	T	08080110	UC	No Description (08080110)	UNCODABLE (NARRATIVE REQUIRED) (UC)
	24	180	4,321	S	08080110	UC	No Description (08080110)	UNCODABLE (NARRATIVE REQUIRED) (UC)
	24	213	5,117	J	08080111	B4	No Description (08080111)	BATTERY FAILED TEST (B4)
	26	66	1,644	J	08080110	UC	No Description (08080110)	UNCODABLE (NARRATIVE REQUIRED) (UC)
	25	94	2,247	J	08080110	BV	No Description (08080110)	No Description (BV)
	28	150	4,192	G	08080111	B4	No Description (08080111)	BATTERY FAILED TEST (B4)

The *basic* EWT 10-digit Frequency Report contains the fields shown above. However additional fields may be included by selecting them from the Report By List window. Additionally, each column heading that's listed and underlined can be sorted by simply clicking on the column title. As in WIS, your report parameters will be displayed at the bottom of the report.

Sel:
Clicking on the Select radio button for one and/or more rows will present detailed information on your choices when you click on the Claim tab. An additional drill down feature will be explained next.

Freq:
This metrics represent the number of repair conditions performed based on your parameter entries.

Average Cost of Repair:
This is the result of simply dividing the total cost by the number of conditions. Calculated results are rounded.

Total Cost:
Total cost is the total expense incurred by making repairs to the specific conditions identified by the Labor Op Code.

Labor Op Code:
This 6 or 10 digit entry identifies the repair.

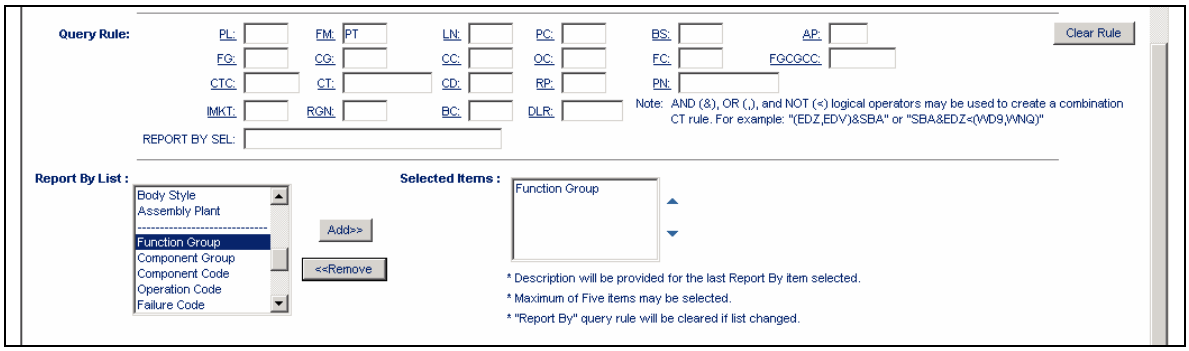
FC:
The last two characters of a Labor Operation that describes the reason the repair was made.

LOP Description:
Nomenclature describing the Labor Operation Number.

Failure Description:
Nomenclature describing the failure code (FC).

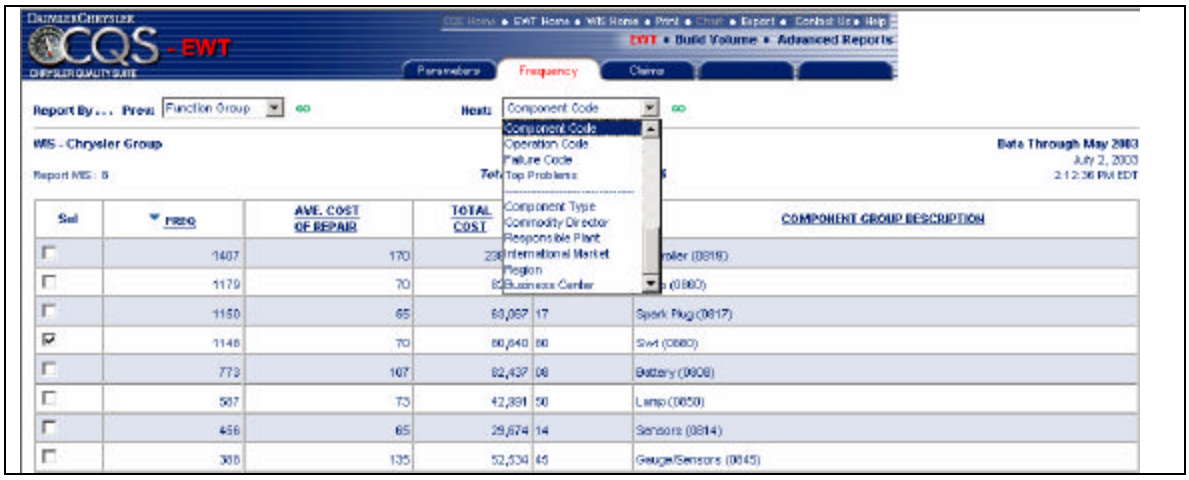
Report By List and Selected Items (drilling down)

Assuming we needed a Frequency Report by Functional Group for the PT family code, our Query Rules and Report By criteria would appear as follows:



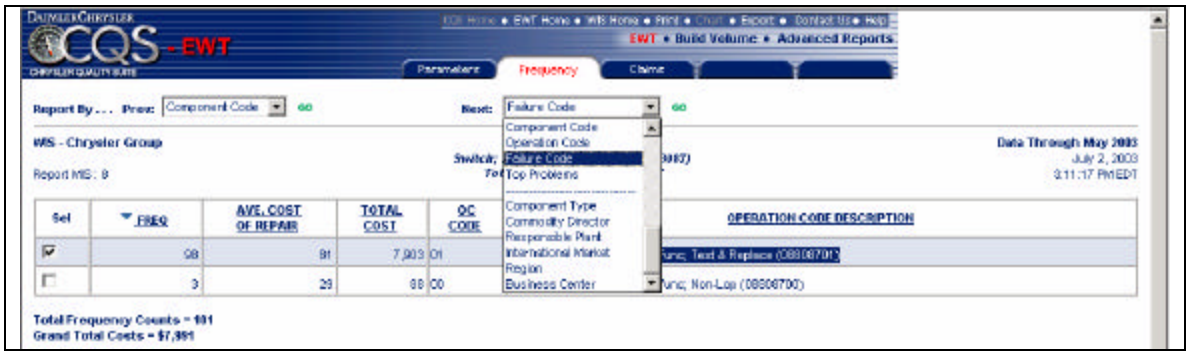
Once the results are displayed, drilling down through the various levels is accomplished by selecting a specific Functional Group code (08) and click on GO immediately to the left of the Next window which should contain Component Group, the next logical level (positions 3 and 4) of the LOP.

Select “Swt (0880)” from the description list. The next logical set of numbers in a LOP is the Component Code which appears in the Next window. Click on “Go”.

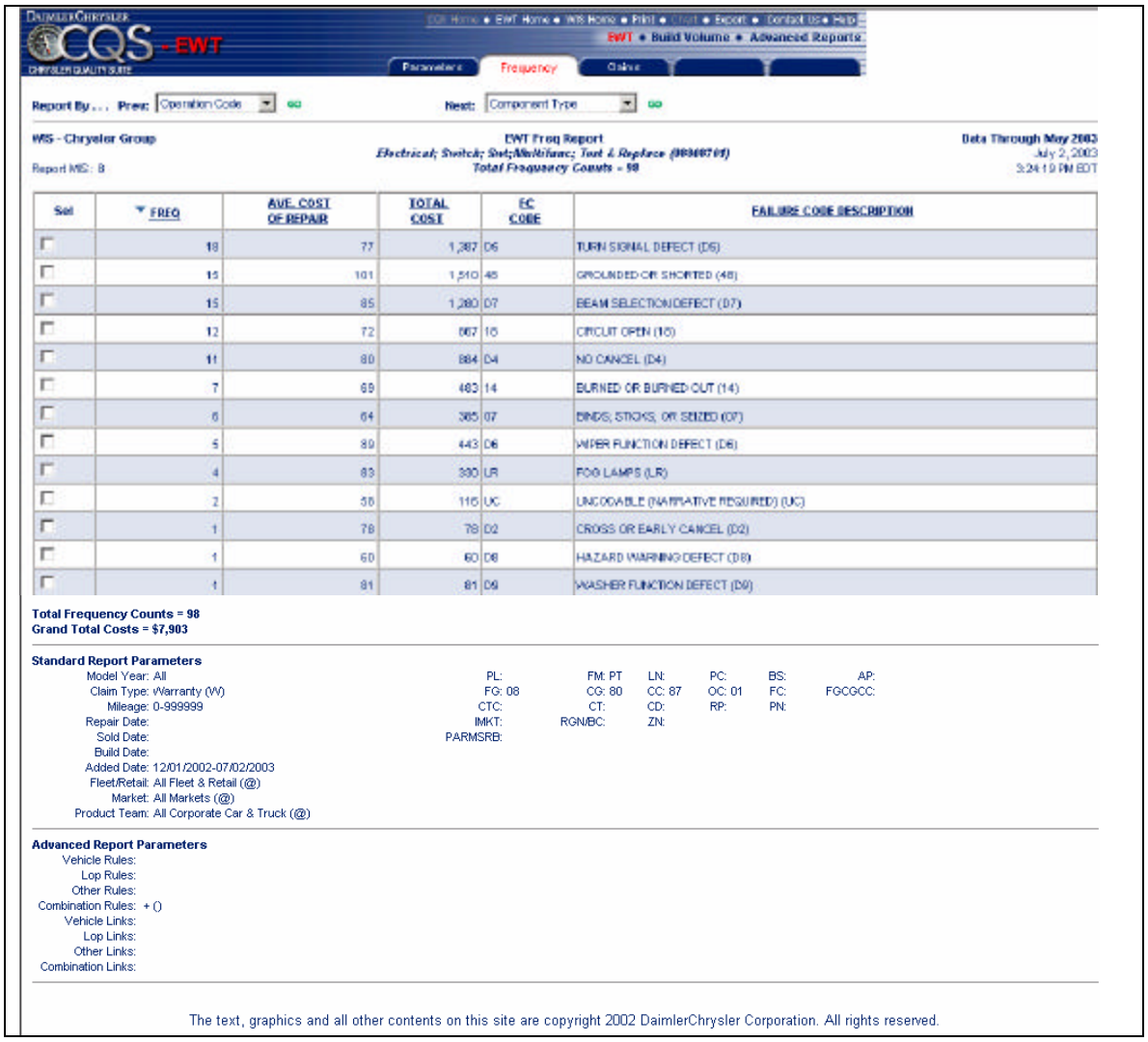


Select “Switch, malfunction (088087)” from the description list, “Operation Code” from the “Next” drop-down window and depress “Go”.

Select “Electrical; Switch; Swt; Multifunc; Test & Replace (08808701)” from the description list , “Failure Code” from the “Next” drop-down window and depress “Go”.



Drilling down to the failure code is the lowest level of the LOP. The following screen lists all of the Failure Codes the dealers selected as the reason why the Multifunction Switch was replaced (LOP 08808701).Notice that the Standard Report Parameters are listed at the bottom of this query.



DaimlerChrysler CQS - EWT

EWT • Build Volume • Advanced Reports

Parameters | Frequency | Claims

Report By . . . Prev: Operation Code go Next: Component Type go

WIS - Chrysler Group

Report WIS: 8

EWT Freq Report

Electrical; Switch; Swt;Multifunc; Test & Replace (08808701)

Total Frequency Counts = 98

Data Through May 2003
July 2, 2003
9:24:19 PM EDT

Sel	FREQ	AVE. COST OF REPAIR	TOTAL COST	FC CODE	FAILURE CODE DESCRIPTION
☐	18	77	1,387	D6	TURN SIGNAL DEFECT (D6)
☐	15	101	1,510	46	GROUNDED OR SHORTED (46)
☐	15	85	1,280	D7	BEAM SELECTION DEFECT (D7)
☐	12	72	867	16	CIRCUIT OPEN (16)
☐	11	80	884	D4	NO CANCEL (D4)
☐	7	69	483	14	BURNED OR BURNED OUT (14)
☐	6	64	385	07	BINDS, STICKS, OR SEIZED (07)
☐	5	89	443	D6	WIPER FUNCTION DEFECT (D6)
☐	4	83	330	LR	FOG LAMPS (LR)
☐	2	58	116	UC	UNCODABLE (NARRATIVE REQUIRED) (UC)
☐	1	78	78	D2	CROSS OR EARLY CANCEL (D2)
☐	1	60	60	D8	HAZARD WARNING DEFECT (D8)
☐	1	81	81	D9	WASHER FUNCTION DEFECT (D9)

Total Frequency Counts = 98
Grand Total Costs = $7,903

Standard Report Parameters

Model Year: All
Claim Type: Warranty (W)
Mileage: 0-999999
Repair Date:
Sold Date:
Build Date:
Added Date: 12/01/2002-07/02/2003
Fleet/Retail: All Fleet & Retail (@)
Market: All Markets (@)
Product Team: All Corporate Car & Truck (@)

PL: FM: PT LN: PC: BS: AP:
FG: 08 CG: 80 CC: 87 OC: 01 FC: FGCGCC:
CTC: CT: CD: RP: PN:
IMKT: RGN/BC: ZN:
PARMSRB:

Advanced Report Parameters

Vehicle Rules:
Lop Rules:
Other Rules:
Combination Rules: + ()
Vehicle Links:
Lop Links:
Other Links:
Combination Links:

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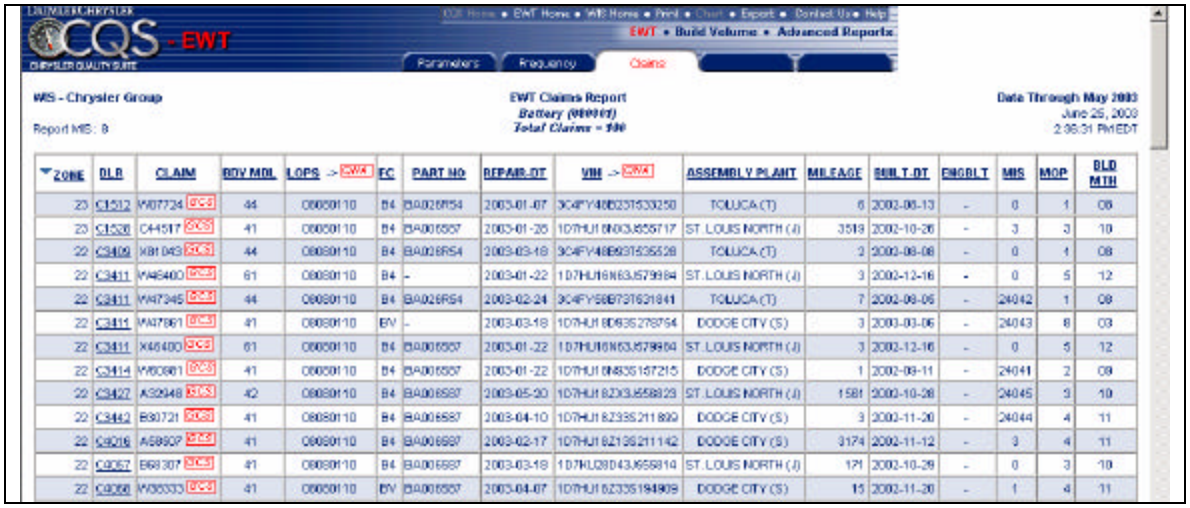
Explanation of EWT Claims Report results

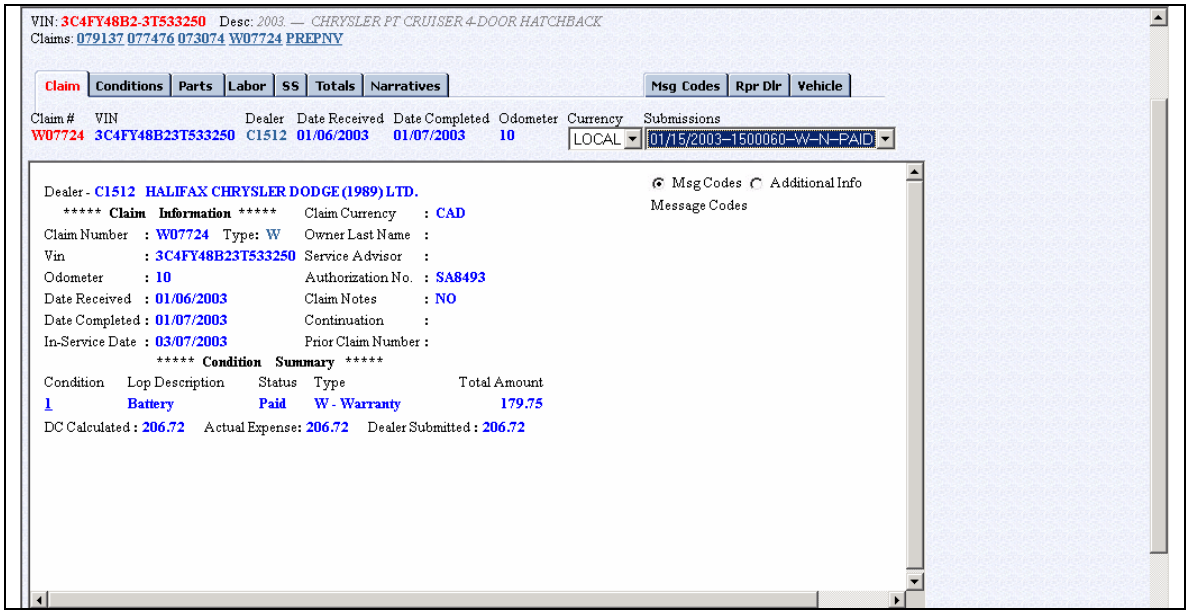


ZONE	DLR	CLAIM	BDY MDL	LOPS -> CWA	FC	PART NO	REPAIR DT	VIN -> CWA	ASSEMBLY PLANT	MILEAGE	RPR L T DT	ENGDL T	MIS	MOP	BLD MTH
23	C1512	W07724 GCS	44	08050110	B4	BA026RS4	2003-01-07	3C4FY48B23T533250	TOLUCA (T)	6	2002-08-13	-	0	1	08
23	C1538	C44517 GCS	41	08050110	B4	BA006597	2003-01-25	1D7HU18N03J659717	ST. LOUIS NORTH (J)	3519	2002-10-26	-	3	3	10
22	C3409	X81043 GCS	44	08050110	B4	BA026RS4	2003-03-19	3C4FY48B93T536528	TOLUCA (T)	2	2002-08-08	-	0	1	08
22	C3411	W46400 GCS	61	08050110	B4	-	2003-01-22	1D7HU16N63J579984	ST. LOUIS NORTH (J)	3	2002-12-16	-	0	5	12
22	C3411	W47345 GCS	44	08050110	B4	BA026RS4	2003-02-24	3C4FY58B73T631841	TOLUCA (T)	7	2002-08-06	-	24042	1	08
22	C3411	W47861 GCS	41	08050110	BV	-	2003-03-18	1D7HU18D63J578754	DODGE CITY (S)	3	2003-03-06	-	24043	8	03
22	C3411	X46400 GCS	61	08050110	B4	BA006597	2003-01-22	1D7HU16N63J579984	ST. LOUIS NORTH (J)	3	2002-12-16	-	0	5	12
22	C3414	W60981 GCS	41	08050110	B4	BA006597	2003-01-22	1D7HU18N63J578754	DODGE CITY (S)	1	2002-09-11	-	24041	2	09
22	C3427	A32948 GCS	42	08050110	B4	BA006597	2003-05-20	1D7HU18Z33J558823	ST. LOUIS NORTH (J)	1581	2002-10-28	-	24045	3	10
22	C3442	B30721 GCS	41	08050110	B4	BA006597	2003-04-10	1D7HU18Z33S211899	DODGE CITY (S)	3	2002-11-20	-	24044	4	11
22	C9216	A58907 GCS	41	08050110	B4	BA006597	2003-02-17	1D7HU18Z13S211142	DODGE CITY (S)	3174	2002-11-12	-	3	4	11
22	C9257	B68307 GCS	41	08050110	B4	BA006597	2003-03-19	1D7HU28D43J656814	ST. LOUIS NORTH (J)	171	2002-10-29	-	0	3	10
22	C9258	W05333 GCS	41	08050110	BV	BA006597	2003-04-07	1D7HU18Z33S184909	DODGE CITY (S)	15	2002-11-20	-	1	4	11

Zone/Business Center:
Two character code that identifies the locale the repair is made.

Dlr:
Five character identifier for the dealer within a business center who performed the repair.

Claim:
This is the number of the claim containing information on a repair. For a more in-depth analysis of the repair and claim, click on the red colored box containing the letters GCS. This will connect you to the Global Claims System, as seen in the following example when claim number W07724 was selected.


VIN: 3C4FY48B2-3T533250 Desc: 2003 — CHRYSLER PT CRUISER 4-DOOR HATCHBACK
Claims: 079137 077476 073074 W07724 PREPNV
Claim
Conditions
Parts
Labor
SS
Totals
Narratives
Msg Codes
Rpr Dlr
Vehicle
Claim # VIN Dealer Date Received Date Completed Odometer Currency Submissions
W07724 3C4FY48B23T533250 C1512 01/06/2003 01/07/2003 10 LOCAL 01/15/2003-1500060-W-N-PAID
Dealer - C1512 HALIFAX CHRYSLER DODGE (1989) LTD.
***** Claim Information *****
Claim Number : W07724 Type: W
Vin : 3C4FY48B23T533250
Odometer : 10
Date Received : 01/06/2003
Date Completed : 01/07/2003
In-Service Date : 03/07/2003
Claim Currency : CAD
Owner Last Name :
Service Advisor :
Authorization No. : SA8493
Claim Notes : NO
Continuation :
Prior Claim Number :
Msg Codes
Additional Info
Message Codes
***** Condition Summary *****
Condition Lop Description Status Type Total Amount
1 Battery Paid W - Warranty 179.75
DC Calculated : 206.72 Actual Expense: 206.72 Dealer Submitted : 206.72

BDY MDL:
This column identifies the body style: 2-door, 4-door, convertible, etc.

LOPS:
Identifies the Labor Operation Number used for this repair.

FC:
Failure code describes the reason for failure.

Part NO:
List of replacing part number.

Repair-Dt:
Date vehicle was repaired.

Vin:
The vehicle's 17-character vehicle identification number.

Assembly Plant:
Plant at which the vehicle was built.

Mileage:
Odometer miles when the failure occurred.

Built-Dt:
Date the vehicle was built (J-status/Built OK).

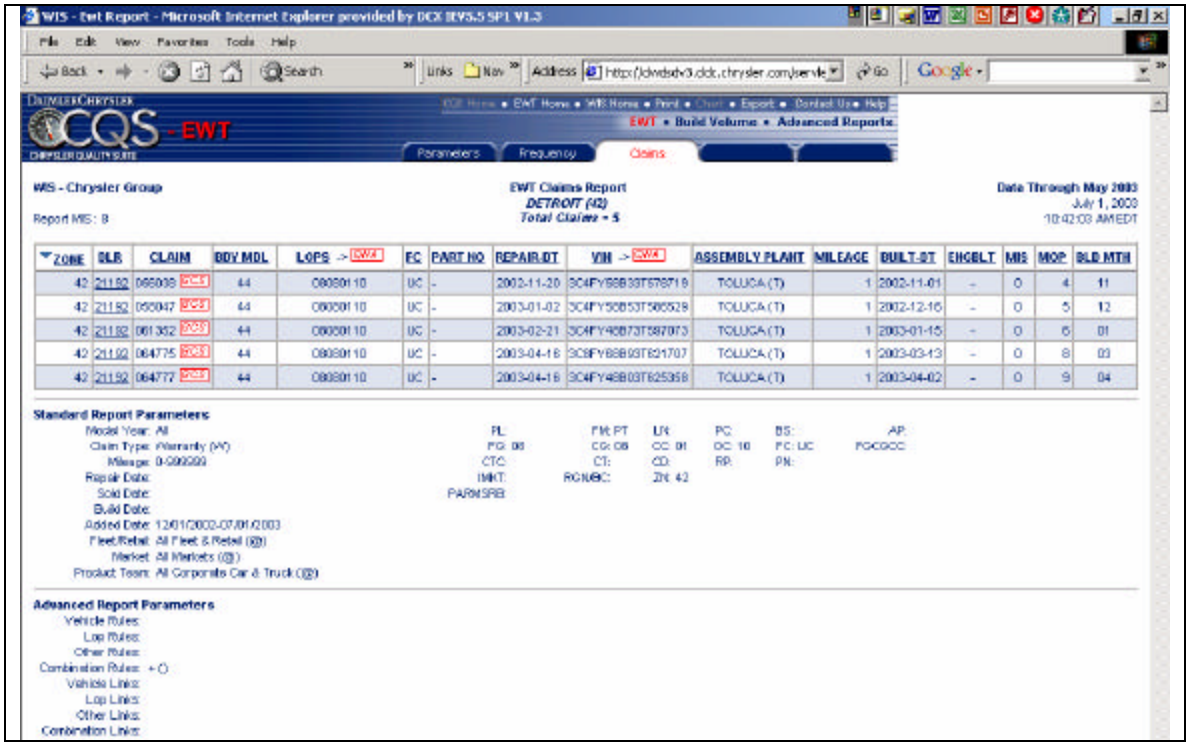
Engblt:
Identifies when the engine was built.

MIS:
Months-in-Service. Calculated by subtracting the sold date from the repair date and converting the result into months.

MOP:
Month of Production. The numeric value of the month of the year the vehicle was built based on month of launch for a particular vehicle (Generally speaking August = 1).

Bld Mth: The numeric value of the actual month of the year the vehicle was built.

A link providing access to the Quality Narrative Analyzer (QNA) is also available at the LOP level or for the VINS displayed in a Claims listing. For example, the result set on the next page was displayed when a search was performed on 2003 PT Cruisers in zone 42 that had an 08080110UC repair.


WIS - Ewt Report - Microsoft Internet Explorer provided by DCX IEV5.5 SP1 V1.3
CQS - EWT
EWT • Build Volume • Advanced Reports
Parameters
Frequency
Claims
WIS - Chrysler Group
Report WIS: 8
EWT Claims Report
DETROIT (42)
Total Claims = 5
Date Through May 2003
July 1, 2003
10:42:03 AM EDT
ZONE | SLR | CLAIM | BDY MDL | LOPS -> QNA | EC | PART NO | REPAIR DT | VIN -> QNA | ASSEMBLY PLANT | MILEAGE | BUILT-DT | ENGBLT | MIS | MOP | SLD MTH
42 | 21192 | 066036 | 44 | C80B0110 | UC | - | 2002-11-20 | 3C4FY68B33T676719 | TOLUCA (T) | 1 | 2002-11-01 | - | 0 | 4 | 11
42 | 21192 | 050047 | 44 | C80B0110 | UC | - | 2003-01-02 | 3C4FY58B53T505528 | TOLUCA (T) | 1 | 2002-12-16 | - | 0 | 5 | 12
42 | 21192 | 061352 | 44 | C80B0110 | UC | - | 2003-02-21 | 3C4FY48B73T587073 | TOLUCA (T) | 1 | 2003-01-15 | - | 0 | 6 | 01
42 | 21192 | 064775 | 44 | C80B0110 | UC | - | 2003-04-16 | 3C8FY68B93T621707 | TOLUCA (T) | 1 | 2003-03-13 | - | 0 | 8 | 03
42 | 21192 | 064777 | 44 | C80B0110 | UC | - | 2003-04-16 | 3C4FY48B03T625358 | TOLUCA (T) | 1 | 2003-04-02 | - | 0 | 9 | 04
Standard Report Parameters
Model Year: All
Claim Type: Warranty (W)
Mileage: 0-999999
Repair Date:
Sold Date:
Build Date:
Added Date: 12/01/2002-07/01/2003
Fleet/Retail: All Fleet & Retail (@)
Market: All Markets (@)
Product Team: All Corporate Car & Truck (@)
Advanced Report Parameters
Vehicle Rules:
Lop Rules:
Other Rules:
Combination Rules: + ()
Vehicle Links:
Lop Links:
Other Links:
Combination Links:

When the QNA link in the LOP column is selected, just those lops for the VINS listed will be displayed as shown below. This option should be used prudently when dealing with a large quantity records.

REPAIR ORDER SEARCH RESULTS - Microsoft Internet Explorer provided by DCX IEV5.5 SP1 V1.3
CQS - QNA
Search Criteria
Search Results
Subscript. Mgr
System Stats
Administration
Report Type Report # Dealer New Date VIN Service Narrative - preview
UCN 21192049751B 21192 05/07/2003 3C8FY68B83T621707 NO START TOW TO DEALER
UCN 21192049771B 21192 04/23/2003 3C4FY48B03T625358 NO START TOW TO DEALER
UCN 21192061352B 21192 03/03/2003 3C4FY48B73T587073 NO START TOW TO DEALER
UCN 21192050331B 21192 02/17/2003 3C4FY58B53T505528 NO START TOW TO DEALER
UCN 21192050471B 21192 01/15/2003 3C4FY58B63T506529 NO START TOW TO DEALER
Get Help
Save Search
E-mail Report
Export to Excel
Print Report
Clear All

Early Warranty Tracking

When the QNA link in the VIN column is selected, all narratives on record for the VINS listed will be displayed as shown below. This option should be used only when dealing with a rather small quantity of VINS. As you can see, the original 5 VINS now produced 17 narratives.

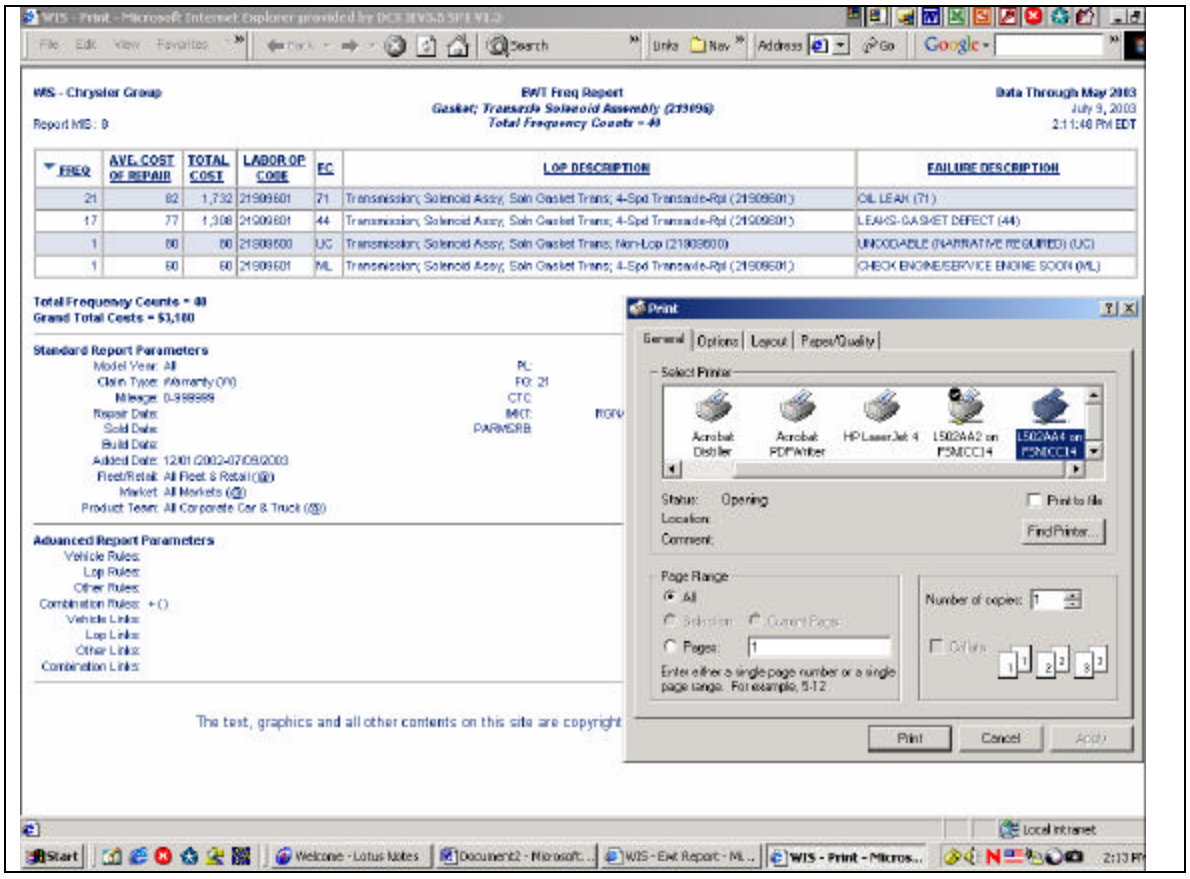
REPAIR ORDER SEARCH RESULTS - Microsoft Internet Explorer provided by DCX IE7.5.5 SP1 V1.3
DAIMLERCHRYSLER
CQS - QNA
CHRYSLER QUALITY SITE
Search Criteria
Search Results
Subscript. Mgr.
System Stats
Administration
Report Type Report # Dealer Narr Date VIN Service Narrative - preview
RO 44621 05/05/2003
[CMP] CUSTOMER STATES THE "SERVICE ENGINE SOON LIGHT" CAME ON WHEN DRIVING. HE STATES THE CAR IS RUNNING OK [CAU] INTA
UCN 21192004771B 21192 05/07/2003
NO START TOW TO DEALER
UCN 41527230619 1A 41527 05/05/2003
CHARGED BATTERY,ALL OK
RO 73787 05/05/2003
[CMP] CUST STATES-CHECK FOR VIBRATION IN FRONT OF VEH WHEN MAKING TURN [CAU] [COR] RECORD ONLY
UCN 21192004771B 21192 04/23/2003
NO START TOW TO DEALER
RO 230619 41527 04/21/2003
[CMP] CUSTOMER STATES THAT VEHICLE WILL NOT CRANK OR START COULD NOT VERIFY MILEAGE AT TIME OF WRITE UP [CAU] [COR] CH
RO 230620 41527 04/17/2003
[CMP] CUSTOMER STATES THAT VEHICLE WILL NOT CRANK OR START COULD NOT VERIFY MILEAGE AT TIME OF WRITE UP [CAU] FAILED L
UCN 41527230619 1A 41527 03/11/2003
WILL NOT STAY RUNNING--CHARGE BATTERY
UCN 21192005125 21B 21192 03/03/2003
NO START TOW TO DEALER
RO 228008 41527 02/25/2003
[CMP] CUSTOMER STATES THAT VEHICLE WILL NOT CRANK OR START CUSTOMER STATES THAT THE VEHICLE WHEN RUNNING WILL NOT IDLE
UCN 21192005031B 21192 02/17/2003
NO START TOW TO DEALER
UCN 41527235631 1A 41527 01/20/2003
WILL NOT START
UCN 21192005047 1B 21192 01/15/2003
NO START TOW TO DEALER
RO 225636 41527 01/10/2003
[CMP] CUSTOMER STATES THAT THIS VEHICLE WILL NOT EVEN TURN OVER.. CUSTOMER STATES THAT THE HOOD DOES NOT LATCH PROPERL
STN 23402064820 1A 23402 12/05/2002
THIS IS A TRANS CLAIM FROM THE YARD NEEDED TO TOW TO AND FROM YARD
STN 23402064820 1A 23402 12/03/2002
TECH CHECKED BATTERY TESTED VOLTAGE CHECKED FUSES INSTALLED 100 FUSE
RO 464926 23402 12/11/2002
[CMP] CUSTOMER STATES THE VEHICLE WILL NOT START TRANSPORTATION SUBLET TOW OF CUSTOMER'S VEHICLE [CAU] [COR]
Get Help
Save Search
E-mail Report
Export to Excel
Print Report
Clear All

Printing

To print data generated from EWT queries, first select the "Print" command in the EWT title bar. This opens a new browser window with the data in a print preview mode.

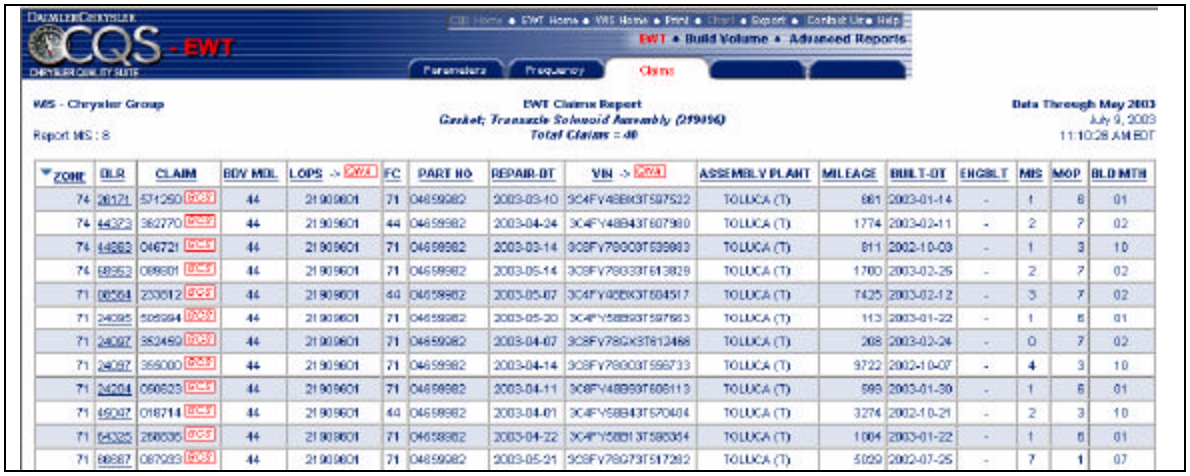
CQS - EWT
EWT • Build Volume • Advanced Reports
Parameters
Frequency
Claims
Report By . . . Prev:
GO
Next:
Product Line
GO
WIS - Chrysler Group
Report WIS: 9
EWT Freq Report
Gasket; Transaxle Solenoid Assembly (219096)
Total Frequency Counts = 40
Data Through May 2003
July 9, 2003
10:10:39 AM EDT
Sel
FREQ
AVE. COST OF REPAIR
TOTAL COST
LABOR OP CODE
FC
LOP DESCRIPTION
FAILURE DESCRIPTION
21 82 1,732 21909601 71 Transmission; Solenoid Assy; Soln Gasket Trans; 4-Spd Transaxle-Rpl (21909601) OIL LEAK (71)
17 77 1,308 21909601 44 Transmission; Solenoid Assy; Soln Gasket Trans; 4-Spd Transaxle-Rpl (21909601) LEAKS-GASKET DEFECT (44)
1 80 80 21909600 UC Transmission; Solenoid Assy; Soln Gasket Trans; Non-Lop (21909600) UNCODABLE (NARRATIVE REQUIRED) (UC)
1 60 60 21909601 ML Transmission; Solenoid Assy; Soln Gasket Trans; 4-Spd Transaxle-Rpl (21909601) CHECK ENGINE/SERVICE ENGINE SOON (ML)
Total Frequency Counts = 40
Grand Total Costs = $3,180

Once the new browser is launched with the data in a print preview, use the browser's print command to send the data to a user-defined printer or file.

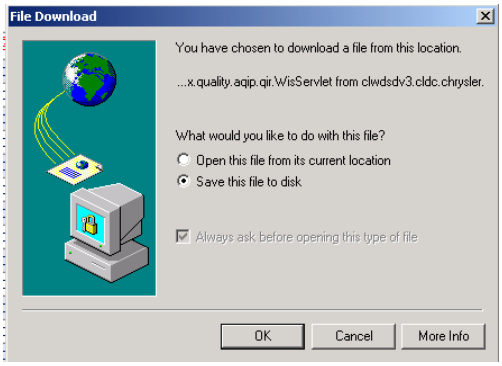


Export

EWT data can be downloaded into a Comma Separated Value (*.csv) format file using the "Export" command on the EWT Title Bar. Once a report is displayed such as the EWT Claims Report below, clicking on the "Export" command will begin the download process.



Internet Explorer will open the following window. Selecting "Open this file from its current location", will automatically open the text file with an application defined by the user and append a *.csv file extension.


File Download
You have chosen to download a file from this location.
...x.quality.aqip.qir.WisServlet from clwdsdv3.cldc.chrysler.
What would you like to do with this file?
Open this file from its current location
Save this file to disk
Always ask before opening this type of file
OK
Cancel
More Info

Selecting "Save this file to disk" initially will simply save the data as a *.html file to the user defined folder location and make the file contents useless.

Note: Due to an IE bug, you may be prompted up to three times with the above window when attempting to open the file. Also, if opting to save the data to a file, select "Open this file from its current location" the first time the above window appears. The second time the window appears, IE will properly save the data.

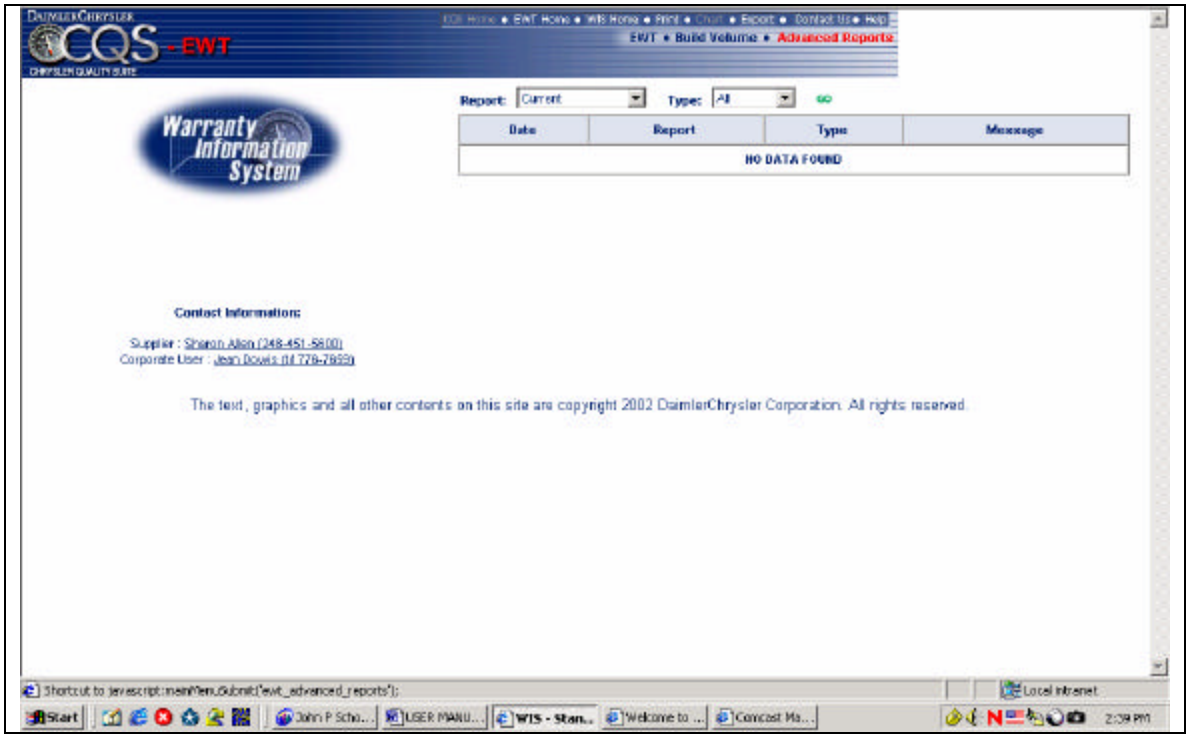
Advanced Reports

In most cases, a EWT Frequency Report and/or an EWT Claims Report will achieve the reporting needs of the user. When situations arise where it is not possible to extract data using these two reporting features, the Advance Reports feature is available.

Examples of some reporting that requires the use of the Advance Reports includes, but are not limited to:

- Combining multiple Query Rules
- Excluding data
- Reporting on a MIS other than the current system MIS

Advanced Reports are accessed from the EWT Home Page. The "Advanced Reports" command toggles between Standard Reports and the Advanced Reports.



Jobs:

The Jobs tab function currently is not operational.

The Jobs tab contains data extracted from the system. The first time the Advanced Reports feature is accessed, the Jobs tab will be empty. Each month the system is updated with new MIS data, all users Jobs are deleted.

All Jobs have unique Job ID's (Jid). They are created when a Query is submitted against the database.

Refresh:

Refreshes the screen and updates the Status.

Resubmit:

Resubmits the selected Job against the database. The "Processing Start Date" and "Processing End Date" will update accordingly.

Abort:

Aborts (cancels) the processing of a selected Job.

Delete:

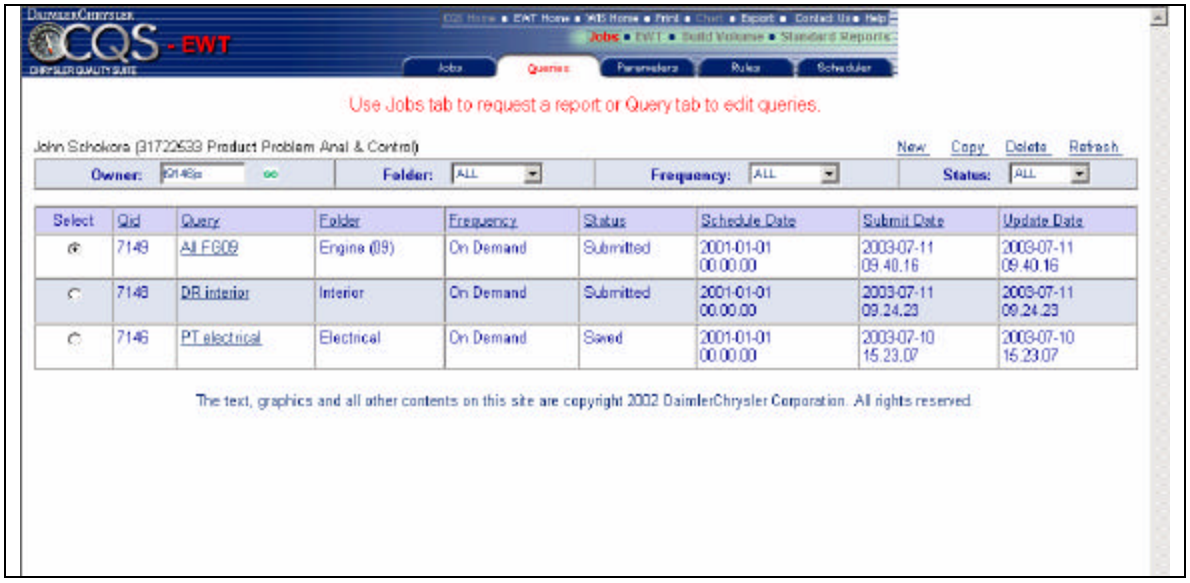
Deletes the selected Job.

CQS - EWT
Jobs
Queries
Parameters
Rules
Scheduler
Use Jobs tab to request a report or Query tab to edit queries.
John Schokora (31722533 Product Problem Anal & Control)
Refresh Resubmit Abort Delete
Owner:
Folder: ALL
Frequency: ALL
Status: ALL
Select Jid Query Name Folder Frequency Status Mis Processing Start Date Processing End Date
942 DR interior Interior On Demand Completed 8 2003-07-11 09:24:24 2003-07-11 09:24:43
940 PT electrical Electrical On Demand Completed 8 2003-07-10 15:11:22 2003-07-10 15:11:32
The text, graphics and all other contents on this site are copyright 2002 DaimlerChrysler Corporation. All rights reserved.

Queries:

The Queries tab contains user-defined queries that are submitted against the database to extract data. Queries are defined using the Parameters and Rules tab. The Scheduler tab determines the submission frequency (daily, Saturday or On Demand) for the query. The first time the Advanced Reports feature is accessed, the Queries tab will be empty.

All Queries have unique Query ID's (Qid). Qid's are assigned when a new Query is saved/submitted against the database.



Parameters:

Similar to Standard Reports, the Vehicles (All or Sample), Model Years, Coverage, Fleet/Retail, Market, and Product Team/s are selected during the Query definition process.

Note: The <u>only</u> coverage available for selection in EWT is: All Coverages (A)

Rules:

Vehicle, LOP, and Other are the three active sections available to define the Rules during the Query definition process. The fields contained in each section are the same as those used in Standard Reporting. Each field will allow multiple codes separated by commas and will accommodate up to 255 characters.

Save:

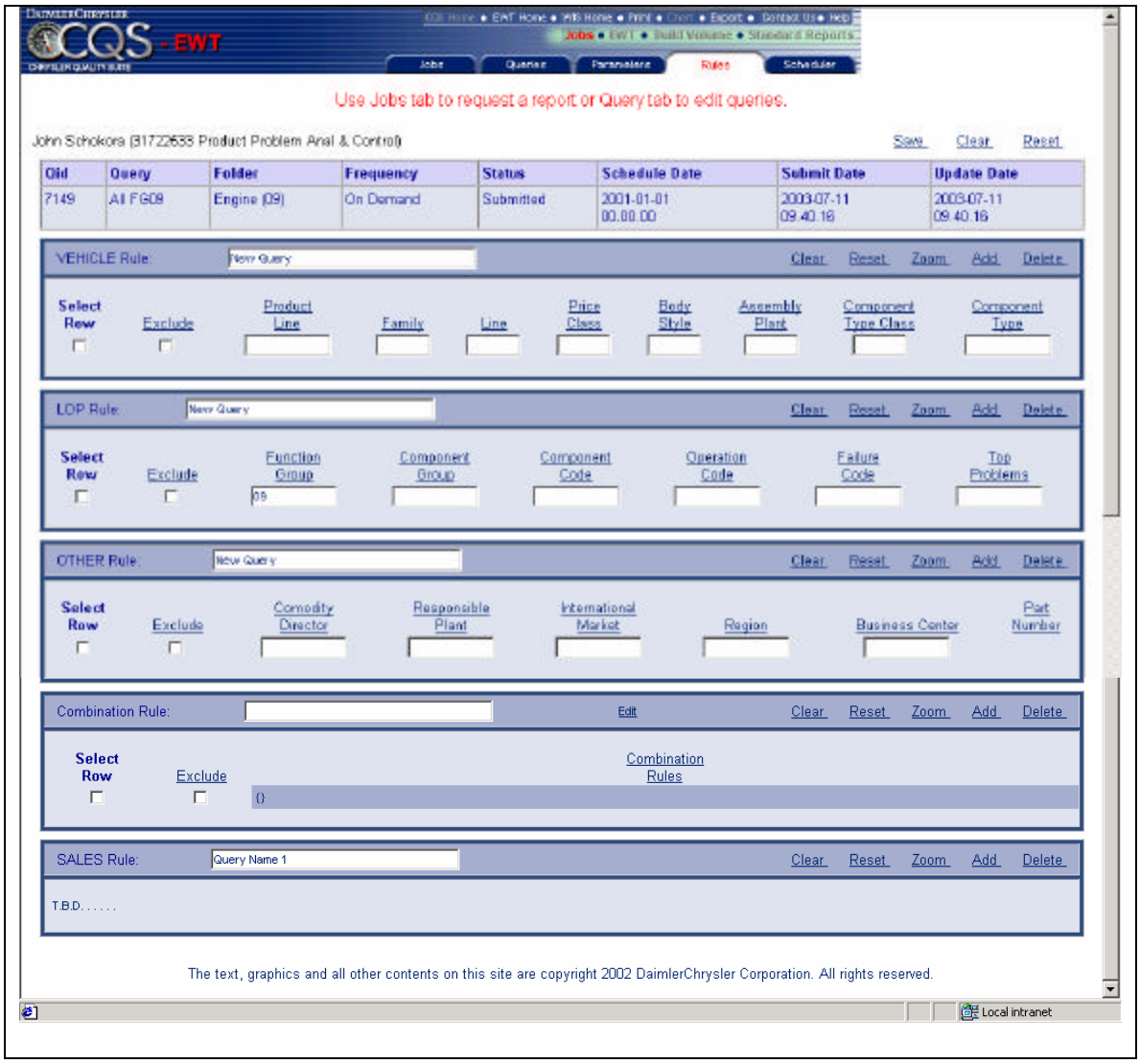
Saves the Query with the current defined Parameters and Rules.

Clear:

Clears all Rules' field entries.

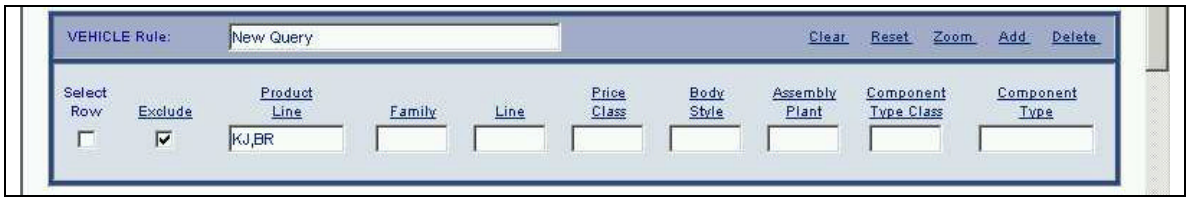
Reset:

Resets all Rules to the last saved.

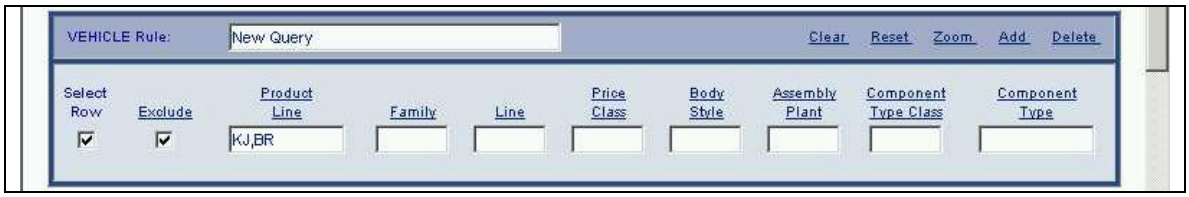


Inputting Multiple Codes:
As mentioned, each field can have multiple entries separated by a comma as illustrated in the following example. Fields have a 255-character limit.

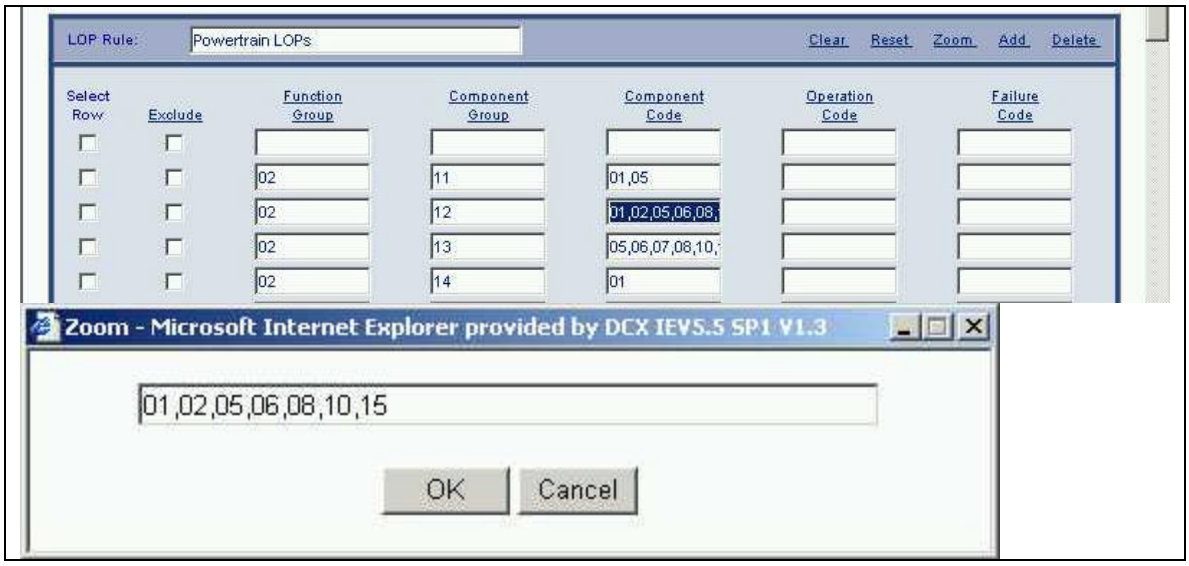
Exclude:
Checking the "Exclude" box, excludes all data (expense and sales if toggling between WIS & EWT or only expense if in the EWT environment) defined by the rule.



Select Row:
Use the "Select Row" box with the Clear or Delete command.

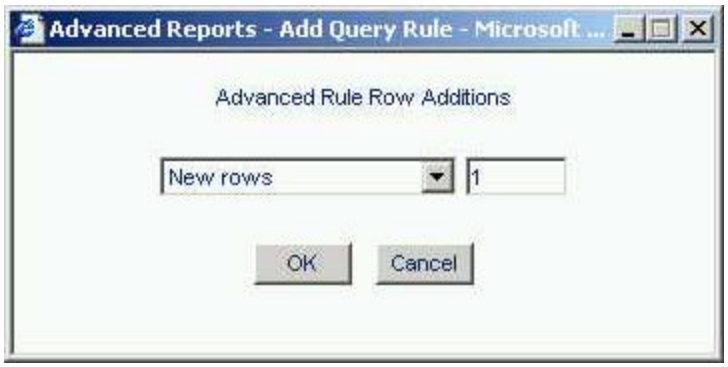


Zoom:
As each field can contain up to 255 characters, the Zoom command allows viewing of selected field entries that extend beyond the normal field window.

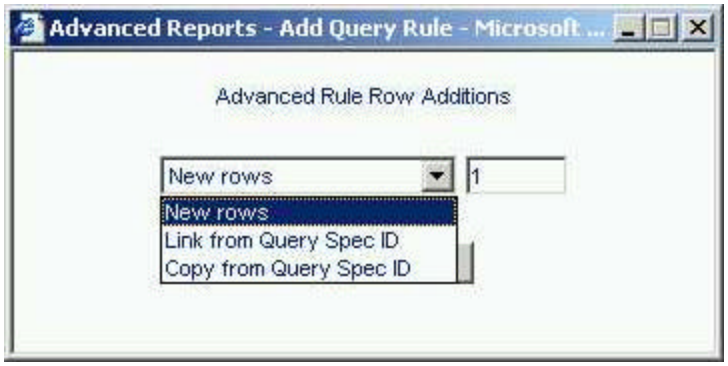


Add:

The Add command in each Rule section can be used to insert additional rows. Clicking on Add will open the following window. In the box to the right of "New rows", input the number of additional rows desired and click on "OK".



The pop-up window can also be used to insert a "Link from Query Spec ID" or to "Copy from Query Spec ID" by inputting the Qid of the Query in the box to the right.


Advanced Reports - Add Query Rule - Microsoft ...
Advanced Rule Row Additions
New rows
1
New rows
Link from Query Spec ID
Copy from Query Spec ID

Scheduler:

The Scheduler tab function currently is not operational.

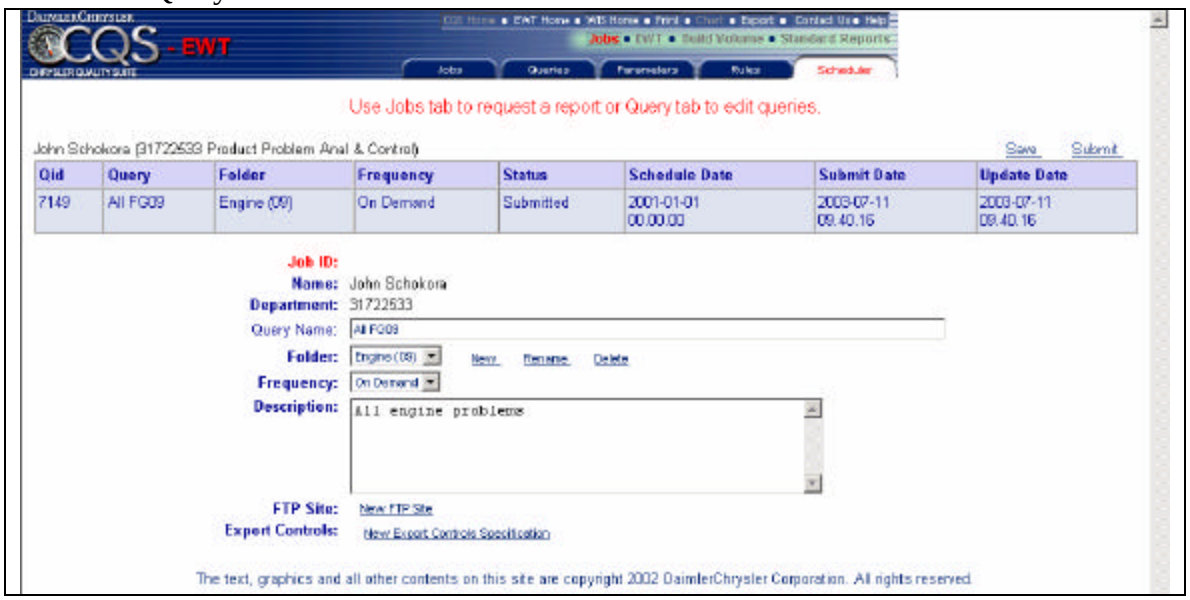
Once a Query has been defined, it can either be saved and a Query ID will be assigned or it can be submitted creating a Query ID and a Job ID.

Save:

Saves the Query and assigns a unique Qid.

Submit:

Saves the Query and creates a Job ID with the data extracted from the database.



Query Name:

Allows the Query Name to be modified.

Folder:

To keep Queries organized, Queries can be saved under different user defined folders. Folder commands include New, Rename, and Delete.

Frequency:

"On Demand" will generate a Job when the Submit command is selected.
"Monthly" will generate a Job only when the system is updated with the next MIS load.

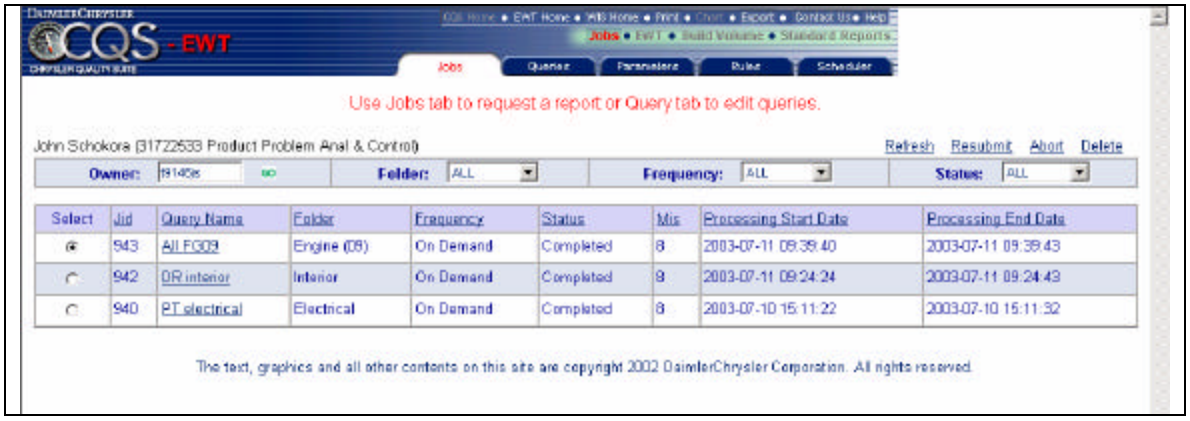
> **NOTE:** Only select "On Demand", as the "Saturday and Monthly" features are under consideration and not yet active.

Description:

Allows text input to describe the Query.

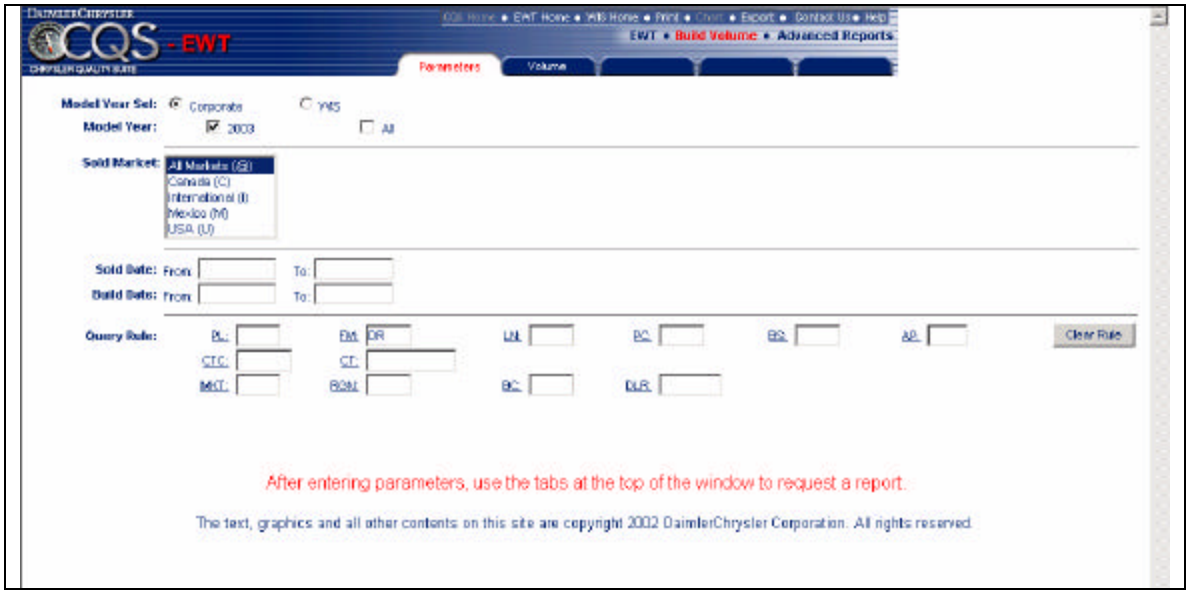
Performing Queries on Jobs:

Jobs are created from Queries and submitted against the database. Performing queries on Job data is done from the Jobs tab. When the Job Status states "Completed", select the Job by clicking its radio button. Now, the Build Volume, Frequency, or Claims reporting feature may be used to perform queries against the Job query spec.



Build Volume – Advanced Reports

Selecting Parameters and producing a build volume report is similar to the Build Volume option available in EWT. Options will be limited based on the Parameters and Rules defined in the Query used to generate the Job. All expense parameters will be ignored..



Frequency and/or Claims Report – Advanced Reports

Selecting Parameters and producing a Frequency Report or a Claims Report is similar to the Frequency option available in EWT. Options will be limited based on the Parameters and Rules defined in the Query used to generate the Job.